

Role Title

Resources Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Resources	5	Guangzhou	2 years fixed-term contract	Resources Manager

This position will be employed by BC Education Consulting (Beijing) Ltd. Co. which is a Wholly Foreign Owned Enterprise under the British Council.

Role purpose

To provide professional business support services to internal and external customers in compliance with agreed standards, guarantee a high level of customer satisfaction and present a consistent and quality image of the British Council to all customers.

About us

Founded in 1934, the British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Last year we reached over 65 million people directly and 731 million people overall including online, broadcasts and publications.

The British Council has had a presence in China since 1943, and since 1979 we have been operating as the Cultural and Education Section of the British Embassy in Beijing and the Cultural and Education Section of the Consulate-Generals in Shanghai, Guangzhou, Chongqing, and Wuhan. In 2017 we opened our first English centre in Mainland China, based in Nanjing.

Our work in China is of great importance to the global British Council operation, both politically and commercially. With more than 750 staff across our offices in China, we operate a wide range of programmes in English, exams, arts, and education in partnership with local authorities and partners.

We achieve significant impact and reach through our programmes which have engaged millions of young people and thousands of professionals and policy makers across China, including:

- 900,000 people who have taken an exam with us within the past year, be it an English language exam, such as the IELTS exam, or a professional exam, such as

the ACCA qualification.

- 10,000 English teachers and one million students who have benefitted from our English language teacher training programmes in the past two years.
- Nearly 155,000 Chinese students who are currently studying in the UK, many of whom have engaged with our work encouraging and supporting student mobility.
- One billion people reached and influenced through our 2015 Year of Cultural Exchange, which comprised of more than 200 events across 14 Chinese cities, and our Shakespeare Lives campaign in 2016 achieved similar levels of impact.

Geopolitical/SBU/Function overview:

The China Resources Team is part of the wider Business Support Team which also includes Finance, IT, and Human Resources.

We have a richly diverse staff, the majority of whom are Chinese nationals. We also have a growing number of overseas staff. These include senior managers in the diplomatic entity – UK nationals with diplomatic status, and other colleagues of both British and other nationalities, including several hundred examiners.

Main opportunities/challenges for this role:

To provide professional business support services to internal and external customers in compliance with agreed standards, guarantee a high level of customer satisfaction and present a consistent and quality image of the British Council to all customers.

To ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these are taken into account when planning and delivering activity.

Manage information created and received in compliance with the British Council's information management standards, policies, the UK data protection principles and local legislation.

Main Accountabilities:

Business support duties as follows:

- Responsible for general office administration, including but not limited to: office maintenance, tidiness, facility management, customer services to visitors, courier services, and procurement etc.
- Travel bookings of flights, cars, train tickets and accommodations
- Provide logistics and administrative support to overseas British Council Staff throughout their stay in China
- Support in fixed asset, inventory management, finance related tasks
- Office supplier evaluation and management
- Provide logistic support for meetings, training sessions, events and recruitment
- Support continuous improvement of processes and procedures
- Issue visa letters for visitors coming to China
- China Resources Centralization Support

Key Relationships:

Internal:

- All individual staff in British Council China
- Stakeholders from different Strategy Business Units
- China Business Shared Services team

External:

- Chinese Government departments including Foreign Affairs Offices, Expert Management Bureau, Customs, Public Security Bureau, etc.
- Counterpart organisations including British embassy or Consulate-General, British Chamber of Commerce
- Building management (the landlord)
- Suppliers and service providers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	You must have the right to live and work in the country in which the role is based.	Shortlisting
Direct contact or managing staff working with children?	No	N/A
Notes		
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • IELTS 6.5, English C1 (Aptis) or equivalent • Chinese language level C1 or C2 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • Bachelor Degree 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
At least 1.5-2 year's work experience in an office administration role		Shortlisting
British Council Core Skills		Assessment Stage

<p>Communicating & Influencing (level 2) Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Planning & Organising (level 2) Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p>	Shortlisting And Interview
British Council Behaviours	Assessment Stage
<p>Making it Happen (MORE DEMANDING): Challenging myself and others to deliver and measure better results</p> <p>Connecting with Others (ESSENTIAL): Making regular opportunities to understand others better. Working Together (ESSENTIAL): Establishing a genuinely common goal with others.</p>	Interview
Prepared by:	Date:
Danny Liu, Resources Manager	18 Jan2019